

W. 01303A-08-0221
SW-01303A-08-0221



0000093141

ARIZONA CORPORATION COMMISS

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 74755

Date: 1/21/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Wanda**

Brown

Account Name: Wanda Brown

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

1/21/09

SUN CITY WEST WATER DISTRICT

Per Ms. Brown, she opposes the rate increase. She feels that they are raising all utilities rates in her area. This is criminal and unfair. They are not raising her income as it stays the same. Her husband is disable and that is why the increase would hurt them.

End of Complaint

Utilities' Response:

Arizona Corporation Commission

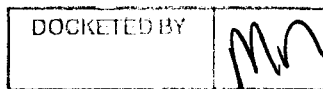
DOCKETED

Investigator's Comments and Disposition:

JAN 28 2009

January 21, 2009

RE: Arizona American Water Co



Dear Water Customer:

Your comments regarding the Arizona American Water Co ("Arizona American") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona American application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

RECEIVED
2009 JAN 28 1 A 10:56
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 1/21/2009

Opinion No. 2009 - 74755

W-01303A-08-01221
SW-01303A-08-01221

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 - 74703

Date: 1/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Karen

Syme

Account Name: Karen Syme

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City West

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

1/20/09

SUN CITY WEST WATER DISTRICT

From: Karen Syme [REDACTED]
Sent: Monday, January 19, 2009 12:50 PM
To: Utilities Div - Mailbox
Subject: Proposed American Water Rate Increase

I'm opposed.
Karen Syme
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/20/09 Emailed response.

Dear Ms. Syme

Your email regarding the Arizona American Water Company ("Arizona American") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona American application.

The concerns raised in letters received from customers will assist the Commission in the investigation and

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 1/20/2009

Opinion No. 2009 - 74703

W 01303A-08-0227
SW 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: ()

Fax: ()

Priority: Respond Within Five Days

Opinion **No.** 2009 - 74981

Date: 1/27/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
April Earickson

Account Name: Tubac Country Inn

Home: (520) 000-0000

Street:

Work:

City: Tubac

CBR:

State: AZ **Zip:** 85646

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No W-01303A-08-0227
SW 01303A-08-0227

TUBAC WATER DISTRICT

Tubac Country Inn

Tubac, AZ 85646

January 24, 2009

Arizona Corporation Commission

1200 West Washington

Phoenix, AZ 85007

RE: W -01303A-08-0227 et al

To the Commission,

I would like to address the proposed increase by Arizona American Water of an average of 73% on the approximately 550 connected water customers here in Tubac. This, I understand, is based on improvements already performed in our district, along with their other Arizona holdings. The rate increase does not include any fixed amount for the arsenic abatement which will need to be complied with to meet federal standards in the not so distant future; thus an even higher increase in our monthly amount will be forth coming.

In this day and age of slowing economic business, my small business is struggling to make a profit and I have installed every water saving devices: shower heads, toilets and landscaping 1 can think of to minimize the usage.

1 respectfully ask that you consider this increase carefully and if there is some kind of negotiated point that it could be implemented in stages or reduced would be greatly appreciated. The little town of Tubac is tourism driven and has many seniors on fixed incomes.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Thanking you in advance for your careful consideration of this matter.

Sincerely,

April Earickson

Owner

Tubac Country Inn

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and confirmed receipt of opinion and explained docket process

End of Comments

[REDACTED]

Date Completed: 1/27/2009

Opinion No. 2009 - 74981

[REDACTED]

[REDACTED]

[REDACTED]

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: ([REDACTED])

Fax: ([REDACTED])

Priority: Respond Within Five Days

Opinion No. 2009 - 74918

Date: 1/27/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **J. B.**

Wyckoff

Account Name: J. B. Wyckoff

Home: ([REDACTED])

Street: ([REDACTED])

Work:

City: Sun City West

CBR: ([REDACTED])

State: AZ Zip: ([REDACTED])

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: ([REDACTED])

Contact Phone: ([REDACTED])

Nature of Complaint:

SUN CITY WEST WATER DISTRICT

(Docket Nos. W-01303A-08-0227 + SW-01303A-08-0227)

Received the following correspondence:

Note attached information, i.e., Public Notice of Hearing....Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227, and "components of sales-tax collections" Arizona Republic, 1/18/09 showing that utilities are the only sector showing a positive increase in sales taxes, indicating that utility rates have been increasing faster than sales in any other sector.

Still, the commission will be considering an increase of 79.76% to an existing utility rate. To put it in perspective, this increase, if enacted, is TWICE the amount, in dollar terms, of the increase in my social security payments for 2009. Think about it, please.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

1/27-I emailed the following response:

RE: Arizona American Water Company ("AAWC")

Dear J. B. Wyckoff:

Your correspondence dated January 20, 2009 regarding the Arizona American Water Company ("AAWC") rate

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the AAWC rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at [REDACTED]

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
[REDACTED]

E-mailed Guadalupe Ortiz @ ACC's Phoenix Office to have this OPINION docketed towards Arizona - American Water Company Docket Nos. W-01303A-08-0227 + SW-01303A-08-0227. FILE CLOSED.

End of Comments

Date Completed: 1/27/2009

Opinion No. 2009 - 74918
